

ORDER FOR THE TESTS
THIS FORM SHALL BE COMPLETED BY THE CUSTOMER, THEN
SEND TO THE CONTACT PERSON OF VEIKI

In addition, Customer can create an individual corporate purchase order also. The corporate purchase order can replace this form only if the information content is the same as required below.

Hereby I order the tests detailed in the referred quotation. I confirm the technical content as well as the conditions are settled in the quotation and in the General Terms and Conditions.

(Use ✓ in where you can find the suitable choice.)

1) VEIKI Reference number of the quotation		2) Date of the quotation	
/ 2022			
3) Ordered items			
I order all listed tests according to Sub-clause 1.2 of the quotation. <i>OR</i> I order the following tests:			
4) TOTAL PRICE of the ordered items		5) Date of this order	6) Customer's reference number (if any)
COMPANY DETAILS			
7) Company name and address for invoicing			
same as in the headlines of the quotation, <i>OR</i> →		other:	
8) TAX identification number (In case of non-EU registered company please attach the TAX Certificate or Certificate of residence)			
CONTACTS			
9) Responsible for this order			
Name	E-mail		Phone
10) Technical contact person for eg. questions during the preparation or execution of the tests (if same as (9), please let it empty)			
Name	E-mail		Mobile phone
11) Financial contact person for invoicing issues (if same as (9), please let it empty)			
Name	E-mail		Phone
TEST DOCUMENTATION			
12) Electronic only OR electronic and hard copy		13) E-mail to send the electronic report(s)	
I need electronic (pdf) report(s) only . <i>OR</i> I need electronic and hard copy also. If you require hard copy and the address differs from (7), please give the name, phone and address in (14 other) otherwise you can let it empty.			
		14) Name, phone, and address to send hard copy (if needed)	
15) Remarks / Statement / Information about the sample transportation / Additional information			16) Signature and stamp

This document can be filled out electronically (preferred) or by hand write. In case of print version, please sign and stamp in (16) before scan. Digital signature is preferred.

GENERAL TERMS AND CONDITIONS

Validity from 01-02-2022

These General Terms and Conditions apply to all quotations issued by VEIKI-VNL Electric Large Laboratories Ltd. a DEKRA company (hereinafter referred to as VEIKI) and to all orders accepted by VEIKI, unless otherwise agreed in writing.

A1. General

Each single testing request is covered by individual quotation, which contains the test description and prices of the tests and the most highlighted circumstances, which must be considered before ordering.

General Terms and Conditions are listed as an integral part of each quotation with detailed description for the contractual relationship between VEIKI and Customer. A quotation without General Terms and Conditions shall be considered invalid.

If the Customer has different conditions to impose, this must be agreed individually and mutually in writing before the order or the contractual relationship with VEIKI.

A2. Quotation issued for VEIKI services

Quotation issued by VEIKI contains the technical description and prices of the quoted tests. In case of any technical changing before the commencement of the test (eg. test sample, referred standard, test method, test arrangement, test parameters, test sequence...etc.) the quotation shall be revised, which may have influence on the technical and financial sides. In this case a revised or a new quotation will be issued.

In case of any technical changing during the test program or addition request arises, which is not listed in the quotation the test engineer shall examine the technical and time-related feasibility of the new request. If the changing is feasible, the test engineer or the head of the responsible department will define and communicate the timing and financial implication before the execution. These circumstances shall be recorded in writing.

If the test sample occupies the test site for a longer period than offered in the quotation or predicted as normal testing time due to unexpected preparation, reparation and/or modification work, VEIKI charges extra fee based on the agreed shift rate.

Indicated test prices in the quotation do not contain overtime working hours between 4:30pm to 8am, and work on weekends or national holidays.

Quotation may contain optional service(s) (eg. high-speed video record(s), thermovision camera record, sample handling or machining, special measurements, specific structures, special tests at VEIKI's sub-contractor) for your information only as opportunity. The needed optional service(s) shall be indicated in the purchase order. In case of late demand, the availability of the optional services is depending on the actual conditions.

Quotation indicates if any test is being performed in the VEIKI's sub-contractor laboratory.

If the quotation does not state the term of validity, this term shall be a period of 60 calendar days.

A3. Effectuation of the agreement

A quotation issued by VEIKI will only result in an agreement to perform services if the Customer has accepted such quotation in writing within its term of validity, or if VEIKI has confirmed in writing an order of the Customer. In these general conditions, 'in writing' shall also be understood to mean 'by email'.

A4. Accreditation

VEIKI is an accredited **Testing Laboratory** based on MSZ EN ISO/IEC 17025 standard and an accredited **Product Certification Body** according to MSZ EN ISO/IEC 17065 standard. The accreditation body of VEIKI is the National Accreditation Authority (NAH <https://www.nah.gov.hu/en/>). NAH has multilateral agreement with the European Accreditation (EA), mutual recognition arrangement with the International Laboratory Accreditation Cooperation (ILAC) and multilateral recognition arrangement with the International Accreditation Forum (IAF).

The accredited scope and the actual accreditation certificates of VEIKI can be found on <http://www.vnl.hu/www/akkreditacio> website or the homepage of NAH. The product type, parameters and ranges, and the test methods (standards) are listed in the attachment of the accreditation certificate.

VEIKI can issue (type) test reports/certificates about the performed tests based on any applicable standard(s) or technical specification(s), but VEIKI can perform the test in accredited status and accreditation mark is indicated on a Test Document (report or certificate) only if the applied standard(s) or technical specification(s) is within the accreditation scope of VEIKI.

A5. STL - Short-Circuit Testing Liaison

VEIKI is a STL Member organization with its own testing laboratories. The Short-Circuit Testing Liaison (STL) provides a forum for voluntary international collaboration between testing organizations.

The basic aim of the STL members is to harmonize the application of IEC and Regional/National Standards for type testing of electrical high-voltage power equipment and to assure unified evaluation then presentation (reporting) of the test results.

STL as a collaboration does not itself issue Certificates. STL Members are allowed to issue STL Type Test Certificate based on testing, which have been performed by a STL Member Laboratory within their accredited scope to

ISO/IEC 17025. VEIKI as a Member organization is responsible for the validity and contents of that Certificate. All STL Members pledge that, when testing for certification to a Standard in respect of which an STL Guide has been issued, they will test only in accordance with the agreed interpretation of the Standard as given in the STL Guide. In addition, the STL Members have agreed to present STL Type Test Certificates in the form given in the STL General Guide. For further information contact us or visit the STL website at www.stl-liaison.org.

A6. Sample preparation for testing

Test samples shall be prepared offsite as much as possible. Test samples which contain multi-components shall be pre-assembled at the Customer's or manufacturer's location for checking the quantity, then disassemble only so much that it can be transported.

Customer shall ensure that all operable components (complete test sample, spare parts, tools...) are available before transportation to VEIKI.

The necessary level of the offsite sample preparation is advised to harmonize with VEIKI before the sample transportation.

VEIKI's staff performs preparation work on the test object only if an English or Hungarian language step-by-step guide is available and its feasibility was confirmed by VEIKI, otherwise the sample preparation is the responsibility of the Customer. The on-site sample preparation work must be managed, checked and approved by the Customer. VEIKI charges extra fee for supporting the preparation work.

A7. Drawings and documentation shall provide by the Customer

Test Documents such as (Type) Test Report or Certificates which has been issued for qualification purpose shall contain descriptive documentation of the tested sample. This documentation usually consists of rating plate (if applicable) and drawings (in all cases). Rating plate is essentially mandatory in case of assembly/ apparatus testing. If the test assembly contains individual devices (origin at the same or another manufacturer), then all such devices shall be listed with their rated parameters in the documentation. In lack of rating plate (where it would be applicable) the test engineer shall reject the issuance of Type Test Report or Certificates. Drawings shall be suitable for the clear identification of the tested samples by giving all dimensions and applied materials, which can be checked during the sample identification process performed by VEIKI. Drawings shall contain all other dimensions, quantities, material characteristics (eg. alloy, treatment) ...etc., which cannot be checked visually in VEIKI, but this information is important in terms of manufacturing. VEIKI only accepts the Customer's duly signed documentation and drawings for the (Type) Test Report or Certificates, which certify the conformity of all parameters indicated on the drawings.

The documentation and drawings shall be sent to VEIKI before the commencement of the tests.

In lack of documentation and/or drawings the Test Report will contain, that *'Based on the request of the Client, the identification of the tested samples has not been performed'*. If the given drawings are insufficient for the identification of the test sample the Test Report will contain, that the *'Attached drawings are informative only. Based on the request of the Client, the identification of the tested samples has not been performed'*. Otherwise, the Test Documentation

will list all handed over drawings, which have been selected by VEIKI for the identification. Unless otherwise agreed, the assembly drawing(s) will be attached to the Test Documentation, but the detailed manufacturing drawings will be filed separately.

If the handed over drawings need to be modified after the tests the test objects shall remain for repeated sample identification until the final drawings arrive. The cost of the post identification process is **1000.-Euro/report**.

VEIKI uses the drawings only to identify the tested samples. VEIKI is not responsible for checking the numbering or the tracking of the versions of the drawings. These parameters are used as reference only to the attached drawings. In certain cases, VEIKI may give individual reference number for the attached drawings.

A8. Transportation

The packaging and the door-to-door inbound transportation is the responsibility of the Customer. Accepted transportation delivery terms is DAP Budapest VEIKI-VNL Ltd. (according to Incoterms 2020).

Before or latest on the last day of the test program Customer shall declare, that the delivered samples will be transported back to the origin country (A11/a) or will be destructed (A11/b).

A8/a. For the return transportation Customer shall ensure multi-way use packaging materials (eg. pallets, wooden or metal mesh boxes for heavy duty) or arrange local supplier at Customer's expenses for the re-packing.

The package assembling work for return transportation by the VEIKI's staff is free of charge if the sent packing material is available and suitable for reuse and/or only stretch foil and/or plastic strapping is used.

If the packing materials used for the inbound transportation is not suitable for reuse, then VEIKI may use sub-contractor for packaging, which cost will be charged on the Customer. Customer shall indicate in writing latest on the last day of testing if the tested sample needs special packaging.

In case the test sample arrives or leaves VEIKI in a sea container VEIKI is entitled to charge **500.-Euro/occasion** for unloading or loading the container.

Customer or its transportation agent shall pay attention on the regulations in force in the European Union in particular hazardous materials are being transported - ADR rules (European Agreement concerning the International Carriage of Dangerous Goods by Road Accord Dangereuses Route).

The organization of the outbound transportation is the responsibility of the Customer. All costs related to the transportations (eg. shipping fee, insurances, duties, fines, agent cost) shall be paid by the Customer. In case VEIKI needs to pay any transportation related cost, it will be charged on the Customer.

The customer bears all responsibilities and risks during the full inbound and outbound delivery of the test items.

A8/b. For reducing Customer's costs on return transportation, Customer can decide to leave the tested sample at VEIKI for destruction. The cost of the destruction process is **200.-Euro/occasion**. In case the tested sample arrived from a European Union country (it means no customs procedure has been done by VEIKI) and the tested sample does not contain hazardous waste then the destruction process by VEIKI is free of charge for the Customer.

Customer can arrange a local supplier for the destruction. This destruction method shall be organized and paid for by the Customer.

If the Customer does not arrange the return transportation or Customer did not dispose about the sample storing or the sample destruction 30 days after the last day of the test program, then VEIKI has right to destruct the tested samples.

A9. Sample storing

The test sample (including spare parts and tools – if any) storage is free of charge for 15 calendar days before the test and 30 calendar days after the last day of the test program. For the further days outside this free sample storing period VEIKI will charge storage fee to the Customer, which is **10.-Euro/m²/day** stored outdoor and **40.-Euro/m²/day** stored in tents. In case of request for storage Customer shall book and pay upfront the store capacity of VEIKI for fixed term from the 31st day in a Storage Agreement. If the Storage Agreement terminates without any request of the Customer for further prolongation, then 10 calendar days later VEIKI has right to destruct the stored samples without prior communication. The maximum period of Storage Agreement is 120 calendar days. VEIKI is only liable for the existence of stored test samples, which are subjected to valid Storing Agreement.

A10. Customs procedure

Any shipment for testing purpose (test samples, parts, tools) arrives from or send back to a country outside the European Union must be subjected to customs clearances. Only VEIKI as the addressee is entitled to initiate the customs clearances. Receiving test samples for testing purpose by ATA Carnet is not accepted.

VEIKI provides a simplified customs procedure to the Customer by performing onsite customs clearances at VEIKI location.

Customer shall address the shipment of test samples directly to VEIKI site using delivery term of DAP Budapest, VEIKI-VNL Ltd. In any other case VEIKI requires the forwarding of the arrival shipment to VEIKI.

VEIKI under the supervision of the governmental National Tax and Customs Administration of Hungary (NAV) performs the customs clearances. Customs duty will be calculated by NAV based on the invoiced amount of the test sample and the invoice or statement about the amount of the freight costs. For this procedure Customer or the Sender of the test sample shall provide the following documents:

- Commercial invoice with the real value of the goods and the freight cost which shall be indicated separately or in a separate document. Invoice shall contain: *'Samples for tests reason, No commercial value, for customs purpose only'*
- Transportation documents (CMR or AirWayBill)
- Packing list which indicates each shipment with NET and GROSS weight.

After the customs clearances VEIKI needs to pay all duties including the customs duties. Customer will not be charged with the customs duty if VEIKI arranges the onsite customs clearances and after the test the same shipment is being transported back to the original destination or the tested samples are being destroyed onsite under the supervision of NAV. Otherwise customs duty as well as the fines imposed for different proceedings will be charged on the Customer and samples will be destructed under supervision of NAV.

After the customs procedure, the inbound shipment remains under the supervision of NAV until it being transported back to the original destination, or the shipment is being destructed in VEIKI. A default of 90 days is available for this.

The price of the VEIKI's customs procedure is **200.-Euro/occasion**, which cover the authority costs also. One occasion means an inbound or outbound customs procedure needs to be done on one shipment. One shipment means the group of packages, which are listed on the same transportation document.

Customer shall consider when calculating the delivery time, that based on the availability of NAV, the onsite customs procedure may take one day to one week excluding days on weekend and on national holidays. The test samples are not available for any preparation or testing purpose before the finished customs procedure. VEIKI does not take any responsibility, if test sample is not delivered in time.

Shipments which are subjected to excise duty are accepted due to VEIKI does not have excise license. Excise duty materials (eg. transformer oil) shall be send for testing as part of the transformer as test sample.

A11. Health and safety

If VEIKI's staff shall perform any part of the ordered services outside VEIKI's premises, then Customer must provide detailed information on the specific site risks where the services shall be performed, and Customer shall stipulate the necessary health and safety prevention rules.

The Customer and/or the guests or visitors of the Customer visit VEIKI premises shall follow the Health and Safety rules of VEIKI. VEIKI provides the basic safety gear (helmet, shoe cap, gloves...), but the specific equipment (eg. work clothes) shall be provided by the Customer. In case of prior agreement VEIKI can deliver custom equipment.

A12. Invoicing and Payment

VEIKI issues invoice in Euro or in Hungarian Forint currencies only. The total invoiced amount shall arrive to VEIKI's account. No unilaterally and/or automatically generated discount calculation from Customer side is accepted. Other fees like banking costs, withholding taxes applicable in certain country shall be paid by the Customer. In lack of payment or the received amount is less than invoiced VEIKI has right to withhold all test related materials and/or documentation. In case of delayed payment, late charges will be invoiced which is (10 / 365) % daily interest. If additional costs have been incurred after the last invoice (e.g. packaging cost, interest for late payment, fine during test sample transportation which is charged on VEIKI by the authority...etc.) VEIKI is entitled to submit a new invoice to cover VEIKI's additional and proven expense. In case of overdue receivable VEIKI may reschedule the prior fixed test period or reject to offer new test and/or test date. Unless otherwise agreed Customer shall arrange the last payment based on invoice before the final Test Documentation issued. Each project closes from VEIKI's local accounting point of view, when all agreed tests have been finished, the test documentation have been completed and test samples have been returned or destructed.

A13. Test reports and certificates

VEIKI issues the following type of Test Documentation as Testing Laboratory:

STL Type Test Certificate of ... Performance

VEIKI-VNL as a STL Member organization is entitled to issue STL Type Test Certificate of...Performance if the product to be tested is inside the STL scope, all STL rules are fulfilled, and the proven tests fully comply with the applicable IEC Standard and the corresponding STL Guide.

Type Test Report / Certificate

Type Test Report provides the verification of the rated characteristics of the equipment as assigned by the manufacturer, by means of the performance of the appropriate (type) tests specified by the standard. This report/certificate can be issued if the test object is completely prepared for testing, test circumstances and results fully comply with one or more (type) tests or test series defined by the applicable standard and all drawings serving the identification of the sample were submitted prior testing and approved by the laboratory. In case of special request Type Test Certificate can be issued which is equal in status, meaning and content requirement of the Type Test Report.

Prototype Test Report

Prototype tests are required to verify the suitability of the materials and method of manufacture for composite insulators defined by relevant ANSI standards.

Design Test Report

According to IEC standard: The design tests are intended to verify the suitability of the design, materials, and method of manufacture (technology) of composite insulators.

According to ANSI standard: The design tests are intended to verify the insulators electrical and mechanical characteristics that depend on its size and shape.

Test Report

Test report is issued in all cases not listed above, e.g.:

- Test(s) were carried out according to instructions of the Client or Technical Specification.
- The test sample, test circumstances, required test parameters and evaluation method of the results do not or partially comply with the prescriptions of the standard.
- The submitted technical documents and drawings are not suitable for the clear identification of the tested object.
- Tests and test series were carried out according to the standard, but the test object failed.

Inspection Report will be issued in non-accredited status, if the majority of the performed tests have been performed outside VEIKI's laboratory, but inspector of VEIKI has witnessed the executed tests.

Product Certificate can be issued as Product Certification Body.

VEIKI issues hard copy and/or pdf test documentation. Unless otherwise agreed VEIKI sends the draft document to the Customer for checking in particular the test sample designation, rated parameters, drawing references and the name of the person witnessed the tests. If Customer does not give feedback within 15 calendar days, the report is considered to be accepted from Customer side. VEIKI charges **300.-Euro/occasion** if the request for changing arrives after the deadline.

VEIKI withdraws the Test Documentation which has already been issued and published if changes are necessary in the document.

Test Documentation can be issued only to the Customer. The written consent of the Customer is necessary to issue or send a Test Documentation to a third party.

In case a request arrives to VEIKI from any third party for authentication of a Test Document issued by VEIKI, VEIKI asks the Requester to send the complete document which is held by the Requester. VEIKI performs the comparison of the received and the locally archived documents and inform Requester, that the documents are identical or not.

A14. Supporting services

VEIKI's personal services supporting the Customer and Customer's guest or client entering to Hungary by organizing the accommodation.

If it is necessary VEIKI can send invitation letter for the visitors. The first invitation letter and the background process are free of charge on each project. The additional or modified invitation letter can be issued for 150.-Euro/occasion.

VEIKI can arrange the hotel room reservation on corporate price in the following hotels [Danubius Hotel Astoria](#) or [Danubius Hotel Arena](#) or [Best Western Hotel Hungaria](#) or [Hotel Erzsébet City Centre](#) or [Courtyard by Marriott Budapest City Center](#) or [Danubius Health Spa Resort Helia](#).

A15. Procurement for tests

In case of request VEIKI can support the Customer before or during the test program by purchasing (spare) parts (eg. screws, fuses, cables...) or arrange local sub-contractor for certain tasks (eg. packing, auto crane, ...etc.). In case the local suppliers are ready to deliver the necessary parts or services, then the amount of their final invoice will be charged to the Customer increased by +20% procedural fee.

A16. Assistance for reparation or preparation

Manpower for supporting assembly/disassembly works (which differs from the sample preparation at the test date) based on Customer's instructions is available. Customer and VEIKI shall agree in the custom works.

In case Customer needs custom made part or support structure for the tests VEIKI can send offer based on the sent drawing or plan.

A17. Sub-contractor

VEIKI is entitled to use sub-contractor laboratory for certain tests which is always indicated in the quotation. In case of modification, postponement, or cancellation of the booked laboratory capacity the sub-contractor asks compensation, which may differ from the conditions of VEIKI.

A18. Confidentiality

VEIKI and Customer as well as the guests and visitors of the Customer shall treat as confidential any and all information received by the other party in the course of the performance of the services agreed upon or acquired in any other manner, the secrecy of which is known or should reasonably be recognized by the receiving party. Each party shall use such information only for the purpose of carrying out the obligations agreed upon. These obligations shall remain in force notwithstanding the termination or dissolution of the agreement(s) in question. The methods and techniques applied by VEIKI-VNL shall in any event be deemed to be confidential.

VEIKI shall be authorized to provide information to the Hungarian Accreditation Authority, the Certification Body and the relevant public authorities.

The confidentiality does not apply to information which

- is or will become public without a wrongful act of the receiving party, or
- is lawfully made available to the receiving party by a third party without the obligation of confidentiality, or
- was demonstrably already in the receiving party's lawful possession prior to the receipt thereof, or
- was designated in writing as non-confidential by the Customer or other party, or
- is published or disclosed to the appropriate authority by the receiving party on the basis of a legal obligation or a standard of care that applies to the receiving party.

A19. Environmental protection

Test samples shall not contain materials which does not comply with the European regulation. If applied material is harmful to humans and/or the environment (eg. insulation liquid in transformer) Customer must inform VEIKI about the amount of the applied material and shall attach the Safety Data Sheet in Hungarian or in English language upon the test sample arrive to VEIKI.

If test causes such unforeseen damaging of the tested sample and consequently dangerous material leaves the sample VEIKI performs remediation process for the environment protection. The involved cost will be charged to the Customer.

If hazardous materials can be found under the sample destruction process the cost of the waste handling will be charged to the Customer.

A20. Data protection

Insofar as VEIKI processes personal data in the performance of the work, it shall be regarded as a processor as referred to in Regulation (EU) 2016/679 (General Data Protection Regulation; GDPR) and responsible for this personal data.

The processing of personal data by VEIKI shall be limited to what is strictly necessary for the performance of the work. VEIKI shall further only process the data on the basis of written instructions from data owner or insofar as it is legally required to do this.

VEIKI shall destroy the personal data as soon as possible after the completion of the work, unless a legal obligation requires VEIKI to retain it further. Personal data is regarded as confidential information.

A21. Liability

VEIKI's liability for any damages that are a result of a negligent failure of VEIKI to carry out any of its obligations agreed upon on behalf of Customer or as a result of a wrongful act of VEIKI shall be limited to the amount of EUR 125,000 (one hundred and twenty-five thousand euros). In

no event shall VEIKI be liable for any consequential damages, including but not limited to damages resulting from delay in the performance of the services agreed upon, loss of information of Customer, loss of profit, loss of sales and damage of reputation or goodwill of Customer or third parties. Any liability for damages on the part of VEIKI shall lapse if Customer has not informed VEIKI in writing of the damages within 30 days after the date the damages were discovered or reasonably should have been discovered. VEIKI's liability shall lapse in any case if Customer has not initiated legal action for the recovery of the damages within two years after the date of the performance of the services which caused the damage. The limitations of liability of VEIKI specified above do not apply to damages caused by wilful misconduct or gross negligence on the part of VEIKI or its management. VEIKI shall not be liable for failure to fulfil any of its obligations in case the failure is caused by circumstances beyond VEIKI's control (force majeure). During force majeure VEIKI's obligation to fulfil its obligations shall be suspended. In the event that the performance of VEIKI's contractual obligations is made impossible by force majeure for a period longer than 30 days, each party shall be entitled to dissolve the agreement without judicial intervention and without any obligation whatsoever to compensate the damages of Customer.

A22. Complaints

Complaints regarding performance of tests shall be addressed to the Head of Testing Laboratory. He investigates the complaint and, if it is justified, offers corrective actions which are acceptable to the Customer. Such corrective action may be the correction of the test report, repetition of test, compensation, etc. He informs the Customer in written form about his proposals, actions and progress in corrections. If the Customer is not satisfied with the result of discussions or proposed corrections, complaints may be addressed to the Managing Director, who decides regarding further actions. Records of complaint handling are kept in all cases and shared with the Customer.

A23. Governing law

The agreement between VEIKI and the Customer shall be construed in accordance with and governed in all respect by the law of Hungary.

A 24. Jurisdiction:

Any disputes arising with respect to or in connection with the agreement between VEIKI and the Customer shall be settled by the competent court in Budapest, Hungary.

A23. Others

Unless otherwise agreed, Customers agree, that VEIKI may use the Customer's company name with the indication of the tested product category without type and test result designation as reference.